

By placing an order with us, you are hereby officially accepting a legally binding contract with us by agreeing with all of these terms:

Please call (630-400-1121) or email us (info@esbservice.com) with any concerns or issues with our policies you may have BEFORE placing an order with us. We follow up on all messages left. If there are any issues with your order, you need to contact us within 5 days of receipt of your order for any coverage...No Exceptions whatsoever.

Replacements will be sent at our discretion, but NOT rush/overnight....NO EXCEPTIONS. If you receive a shipment of damaged lamps from us, you will first need to install the intact lamps and verify they all work before giving us a tally needed for a replacement shipment. Failure to provide us with good pictures of any damage and/or order discrepancies within 5 days of delivery will result in NO COVERAGE whatsoever, no exceptions. We do not cover any return shipping or packaging costs whatsoever, and any refund amount given on returns will be at our discretion and minus the original shipping charge. All parts are fully tested before shipping, so they are guaranteed working - but no warranties are given due to the nature of these types of components. We offer verbal installation, troubleshooting, diagnosing via documentation as well as Youtube videos and verbal order assistance and/or chat when available, so we accept no liability if parts are installed incorrectly. We also accept no liability for any damages or bodily harm inflicted as a result of working with us in any way. We will not be held liable and/or compensate or reimburse you for any personal injury, damage to property, lost time, money, resources, etc...for any incidents resulting from working with us. The manufacturer reserves the right to make design changes, which often affects appearance and/or performance...especially on new models, as well as replacement parts in their mounting, connections and/or appearance...Therefore - retro-fitting and/or adapting or simply settling may be necessary by the installer/end user, which sometimes requires technical experience and special capabilities and/or understanding. Items received may differ from how they are advertised in appearance and/or performance due to availability at the time of your order and/or the ever-changing nature of our products. There is typically at least a 2-3 Week lead time on New Beds, Lamps and acrylic orders. If you decide to purchase from us, you are hereby agreeing to work out any possible issues and/or disputes directly with us only, on a personal basis...no legal litigation whatsoever, and you will not charge-back with your payment company. If you cancel, reject or return an order, your refund will be subject to at least a 15% processing fee, and we will not accept future orders from you via digital payment - only via cashier's check or money order. If for any reason you can't, or no longer wish to install any parts that we sent you and end up returning them to us, there is a 50% re-stocking fee. You will receive no refund whatsoever if we don't receive the merchandise back, or if we receive any merchandise returned in anything but brand new condition. We are officially bringing this to your attention before you place an order with us, and you cannot order from us unless you completely agree to these terms. Violation of these terms will result in immediate legal action against you at 100% your expense, and you will also be required to reimburse us for any and all related costs we incur including, but not limited to: legal fees, transportation, lodging and lost wages.